



# Prestigic Fence Products

By Prestigic Vinyl Creations

## Return Policy

If you're uncertain about the best material for your project, we encourage you to contact our sales team at (888) 697-8237 before making a purchase. We are committed to providing knowledgeable advice to help you make an informed decision. However, it is ultimately the customer's responsibility to choose the appropriate products for their individual application and site conditions. Please make every effort to verify your needs before making a purchase. In cases where circumstances change or an incorrect item is ordered, we are happy to assist with returns following the outlined procedure below.

### When can I cancel an order and not incur a restocking fee?

- **Stock items** – An order may be canceled at no charge within 24 hours of placing the order.
- **Non-stock** products (built to order), requests for cancellation before being put into production, are accepted.

### When will I be charged a restocking fee?

- **Stock items** - If the order has been processed, there is a 10% restocking fee to cancel the job.
- **Stock items** - Within 30 days of delivery, and if you want to return stock material, there will be a 30% restocking fee based on accepted returned items.
- After 30 days, no returns are accepted.

### Are there any products that can't be canceled or returned?

- **Non-stock** products (built to order), once in production, cannot be canceled.
- **Non-stock** products (built to order) cannot be returned.

### How Do I Return My Items?

To initiate the return process, please email your request to [info@pvcfp.com](mailto:info@pvcfp.com) within 30 days of delivery. Alternatively, you can call Prestigic Fence Products at (888) 697-8237 to speak with a representative regarding your return. When requesting a Return Merchandise Authorization (RMA) number, be prepared to provide the following information:

- Invoice number
- Item SKU
- Quantity to return
- Reason for your return
- Photo of items to be returned

Once you obtain an RMA number from our staff, you will receive instructions on completing your return, including packaging the material for shipment and tagging the returned material shipment with clear labeling marked with the RMA number on the shipment for pickup.

### What Can Be Returned?

No returns will be accepted without an RMA number issued by Prestigic Fence Products and returned undamaged material with a clear RMA label on the outside wrap. The products must be in like-new condition. All returned packages will undergo thorough inspection upon receipt. A determination will be made regarding eligibility for credit. Custom,

specialty fabricated, and made-to-order items are not eligible for return. Prestigic Fence Products reserves the right to refuse a return or charge an additional restocking fee for damaged or incomplete returns.

#### **How Much Will I Be Refunded?**

- Approved returns are subject to a standard 30% restocking fee in the form of a credit.
- Shipping charges are non-refundable.
- Damaged, incomplete, or items not in sellable condition will result in a denied return.

#### **Additional Questions Or Concerns:**

Please contact us via email at [info@pvcfp.com](mailto:info@pvcfp.com) or call (888) 697-8237 to speak with a representative.